

FORMAL COMPLAINT
ARIZONA CORPORATION COMMISSION
FORMAL COMPLAINT FORM



0000113793

Original

ORIGINAL

COMPLAINT

Unsatisfactory level of service

ADDRESS

9017 N. 14th St Phoenix, Az 85020

NAME OF RESPONSIBLE PARTY

Tony Granillo

PHONE (HOME)

602-626-7122

PHONE (WORK)

480-891-1141

NAME OF UTILITY

Cox Communications [Cox]

ACCOUNT NUMBER

0018501027482104

GROUND(S) FOR COMPLAINT: (COMPLETE STATEMENT OF THE GROUNDS FOR COMPLAINT. INDICATING DATE(S) OF COMMISSION/OMISSION OR ACTS OR THINGS COMPLAINED OF.) (USE ADDITIONAL PAGE IF NECESSARY.)

① Failure to fulfill ACC R14-2-507(c) "... make reasonable efforts to supply a satisfactory... level of service."

T-03471A-10-0274

② Cox failed this service standard in response to my customer complaint of 9/9/09. Remedy requested: "... a personal letter (from Mr. Steve Rizley [Rizley]) with an answer to this question: 'Is our experience with Cox a case of extreme disregard for customer service or is it a case of a system that has glaring gaps in its ability to provide customer satisfaction?'" Complaint letter addressed to Rizley.

③ Cox response to complaint of 9/9/09 demonstrates a system ill equipped to provide a satisfactory level of service as evidenced by:

A) Refusal to provide telephone contact information on 9/29/09 for Rizley as I attempted to follow up no reply to my complaint of 9/9/09.

B) Failure to contact me at my work telephone number on 10/1/09 as requested and instead calling my home where no one is home to answer during business hours.

*** CONTINUED ON BACK ***

NATURE OF RELIEF SOUGHT: (USE ADDITIONAL PAGE IF NECESSARY.)

① Compel Rizley to attend a one hour lunch meeting at a local Maricopa County location of his choosing and at my expense

② Service credit for one month of total Cox service for each month since 9/9/10 that this matter has remained unresolved

Arizona Corporation Commission

DOCKETED

JUL - 6 2010

DOCKETED BY

NR

SIGNATURE OF COMPLAINANT OR ATTORNEY

Tony Granillo 7/2/10

AZ CORP COMMISSION
DOCKET CONTROL

200 JUL - 6 P 2:41

RECEIVED

ARIZONA CORPORATION COMMISSION
FORMAL COMPLAINT FORM

Page 1 Back
of
2 Pages

GROUND FOR COMPLAINT: (CONTINUED)

③ Cox response to complaint of 9/9/09 (cont)

c) Return telephone number left on my home answer machine by Ms. Brenda Kay [Kay] was a wrong number.

d) Call back from Kay to my work number answer machine after business hours 10/1/09 promised to call again 10/2/09 and the call was not made.

E) I was required to initiate callback to Kay on 10/6/09 in return of her call on 10/1/09 and in order to make first contact with Cox regarding complaint of 9/9/09.

F) In contact of 10/6/09 I requested remedy: ~~1~~

a. Letter outlining response to service issues outlined in 9/9/09 complaint, ~~including executive visibility of complaints data~~

b. Explanation of Cox system to review service complaints, including executive visibility of complaints data

c) Letter to be signed by Rizley personally

Kay could make no promise Rizley would personally sign letter saying he is "too busy" to deal with an individual customer complaint. Kay did promise to ask and let me know outcome of request. I came away from this contact with the impression of an organization headed by a leader who was unapproachable and uncaring of satisfactory level of service.

G) Kay did not fulfill promise of 10/6/09. Instead Kay did not return follow-up messages left on her voicemail on 10/22/09 and 10/30/09.

H) Rizley again failed to respond to a second letter of 10/30/09 requesting a personal telephone call from him to address my complaint of 9/9/09.

I) Required 3rd party intervention from Ms. Michele Omoski [Omoski] to receive ~~the~~ response to 10/30/09 letter. Contact with Omoski on 11/6/09

J) Kay called me on 11/9/09. Advise remedy to complaint of 9/9/09 would require telephone call from Rizley due to broken promise of 10/6/09 and failure to return telephone calls of 10/22/09 and 10/30/09.

*** CONTINUED NEXT PAGE ***

ARIZONA CORPORATION COMMISSION
FORMAL COMPLAINT FORM

Page 2 of 2

GROUNDS FOR COMPLAINT: (CONTINUED)

③ Cox response to complaint of 9/9/09 (cont) [Smith]

K) Offer of assistance on 11/19/09 by Mr. Christopher Smith, ~~Cox~~ Manager, Cox Government and Regulatory Affairs to resolve complaint of 9/9/09 was not acted upon. Smith was fax'd complete documentation of the complaint on 11/20/09. Remedy requested 11/19/09 in person and 11/20/09 by fax: 10 minute telephone call with Rizley.

L) Response by Smith to remedy offered in person on 11/19/09 was an immediate, reflective "Good luck with that!" Response reinforce my my impression after 10/6/09 contact with Kay that I was dealing with an organization headed by a leader who was unapproachable and uncaring of satisfactory level of service.

M) Misdirected complaint to City of Phoenix about Cox neglect ~~of~~ 9/9/09 complaint resulted in ~~connection~~ request from City of Phoenix to Cox on 11/19/10 to contact me to resolve ~~there~~ the complaint.

N) Letter from Cox in response to ACC complaint of 2/12/10 dated 2/24/10 is unresponsive and dismissive of my concern that Cox is not demonstrating behavior consistent with satisfactory level of service. Letter states:
"Mr. ~~Rizley's~~ Rizley does not have "... the luxury of personally tending to customers' service issues."

O) Mediation w/ ACC of 5/5/10 unsuccessful. Cox offers remedy of personally signed letter from Rizley as requested 10/6/09. I offered remedy of lunch with Rizley at my expense. Both offers rejected.

④ ~~Cox behavior document in ③~~ Cox pattern of broken promises, ~~un~~ unanswered telephone calls and letter, and attitude of dismissiveness are consistent with an ~~and~~ organization that is not committed to supply a satisfactory level of service.

Contact log

- 9/29/09: 4:30 PM, called (623) 594-9385 for Mr. Rizley. Referred to HR 623-328-3164, Michele Ornoski, 623-328-3167. Requested direct line to Rizley office to follow up complaint. She took contact info with my office number instead and promised call back today from Rizley office.
- 10/1/09 Received call from Brenda Kay at home phone 9/30. Attempted to return call to 623-594-1025x1246. Extension number does not connect to Brenda. LMTC with operator extension. Called Michele Ornoski, she sent email to Brenda asking that Brenda call me today on my business line.
- 10/2/09 Received call back and voicemail from Brenda left on 10/1. Promises to call back on the 2nd.
- 10/6/09 No call back. LMTC for Brenda 623-328-3015. Brenda call back. Apologies, offers of credits. Will send letter outlining each of service issues and how will be addressed, info re credits offered as a result and view of Cox LT re complaints. I asked that Mr. Rizley personally sign letter. No promise. Said I was not interested in credits, I instead wanted Mr. Rizley to sign letter. No commitment. Brenda will ask and let me know.
- 10/22/09 LMTC for Brenda.
- 10/30/09 LMTC for Brenda. Letter to Rizley of 10/30/09.
- 11/6/09 Spoke to Michele Ornoski, faxed her letter and attachments of 10/30/09.
- 11/9/09 Brenda called. Says will prepare letter for Rizley admin and Rizley review. Asked if acceptable. I said no, at this point require call from Mr. Rizley. She does not believe Mr. Rizley will do so. Hopes written reply as I requested would be satisfactory. I explained written response satisfactory on 10/6, not today because promises of 10/6 not met and messages of 10/22 and 10/30 ignored. She will advise Mr. Rizley I have asked for a telephone call from him.
- Side note: Internet service disruption this morning. Service returned in the evening. Frequent occurrence of this pattern in the past,**
- 11/10/09 BECU check register shows payment sent to Rizley on 10/30 posted today.
- 11/20/09 Spoke with Mr. Christopher Smith, Manager Cox Gov't and Reg Affairs, at Governor's Celebration of Innovation (11/19). He offered help with service issue. Reiterated my request for telephone call from Rizley. His response: "Good luck with that." Faxed past correspondence with request for telephone call from Rizley.
- 12/2/09 Complaint to City of Phoenix. Help with resolving this issue. Incident as evidence that Cox cable license not be renewed. Complaints handled by Information Technology Services, complaints directed to 602-495-0102.
- 12/18/09 LMTC with City of Phoenix Cable complaints line, 602-495-0102
- 1/4/10 LMTC with City of Phoenix Cable complaints line.
- 1/14/10 Spoke to Jeff Williams, manager in Information Technology Services. Can not officially deal with this complaint because it is telephone related which ACC responsible for. Will forward info in any case and provide me closing letter of outcome with Cox. I also asked for Rizley supervisor for later contact should ACC complaint also be unsuccessful.
- 1/27/10 Email from Jeff Williams. He forwarded my complaint to Cox on 1/19 asking they help resolve complaint even though City can not formally enforce request because the complaint is about a telephone service issue. Email directs me to the ACC as discussed 1/14.
- 2/12/10 Complaint to Arizona Corporation Commission.
- 2/26/10 Letter from Cox dated 2/24. Advised commission complaint does not warrant attention of Rizley. Reply to ACC with request for non-binding arbitration or paper work for formal complaint.
- 3/12/10 Email exchange with ACC. Copied to complaint file.
- 3/25/10 Email exchange with ACC. Copied to complaint file.
- 4/19/10 Mediation set for 5/5, 1 PM
- 4/23/10 Advised ACC, that I can not mediate on 5/5. Requested change to 5/7, 1 PM
- 5/7/10 Mediation. Cox offered signed letter by Rizley. I offered lunch with Rizley at my cost. Cox will present offer to Rizley and respond through ACC.
- 5/28/10 LMTC for Jenny re status of my resolution offer of 5/7.
- 6/1/10 TT Jenny. Complaint file notes indicate Cox sent Rizley letter certified to my home address. Not received. I asked Jenny check with mediator. Based on mediation outcome if Cox did not accept my counter offer the mediation would close as unresolved. Asked Jenny have mediator send me close out letter and instructions for filing a formal complaint.
- 6/21/10 TT Jenny. Deb Reagan, mediator, is not my contact 602-364-0236. She trying to contact me last week? TT Deb, no additional offer from Cox. She will send me paperwork for formal complaint.
- 7/2/10 Formal complaint to ACC

Docket 2010-85164

September 9, 2009

Mr. Steve Rizley
Senior VP and General Manager
Cox Communications
1550 West Deer Valley Road
Phoenix, AZ 85027

Re: Service complaint 602-626-7126

Dear Mr. Rizley,

My wife and I experienced an extremely unpleasant episode with Cox customer service last night. The event suggests either an extreme disregard for customer service or a system that has glaring gaps in its ability to provide customer satisfaction.

We discovered last night that we were without dial tone on our primary residential phone line. It was the first time we had used the line since we had a second Cox phone line installed because this line is primarily used for our alarm system and we rarely receive or make calls at home. We suspected immediately the Cox technician who performed the installation had inadvertently disconnected our household jacks at the wire closet in the garage. Troubleshooting with the Cox help desk confirmed this to be the case.

We naturally expected that Cox would be eager to correct this situation by giving us first priority to repair a faulty installation, especially when we explained the line was also the primary connection to our alarm company. Instead the best we were able to obtain from the service desk was a commitment for a two day service appointment even after speaking with a supervisor. After a long, frustrating set of calls and call backs we were finally able to secure a 3-5 PM service call for the next day.

We dealt with this situation for nearly four hours before we received, at most, an adequate solution. After the ordeal it didn't feel like a solution at all. It felt like a fight for something that was only the right thing to do. It certainly did not lead us to believe that Cox values a commitment to total customer satisfaction.

To add to our frustration the Cox tech arrived today and immediately proceeded to make the same mistake as the previous tech. Only this time he re-connected our primary line and disconnected the secondary line. It took him almost two hours for this call, and he seemed befuddled and confused about what he was doing. Toward the end of the call I heard him calling for assistance because he was missing his next scheduled appointment and that a previous service call was having problems he would need to revisit to fix!

We *think* everything is working correctly as I type this. Time will tell. If not, will we look forward to again feeling like we need to beg to have a mistake corrected?

Lest it appear this is a one time phenomena, it is not. Check our service history. We have also had trouble with our cable box on numerous occasions with similar service desk response. In fact, it seems that while Cox service desk reps are trained to be polite, it does not seem they are trained--or do not have a capable system --to provide customers with service they need, even when the security of their home is at stake.

I would appreciate the courtesy of a *personal* response letter with an answer to this question: "Is our experience with Cox a case of extreme disregard for customer service or is it a case of a system that has glaring gaps in its ability to provide customer satisfaction?"

Sincerely,

Tony and Carole Granillo
9017 N 14th St
Phoenix, AZ 85020
602-626-7126

Docket 2010-85164

October 30, 2009

Mr. Steve Rizley
Senior VP and General Manager
Cox Communications
1550 West Deer Valley Road
Phoenix, AZ 85027

Re: Service complaint 602-626-7126

Dear Mr. Rizley,

Enclosed please find:

1. Current payment for Cox cable service. I'm saving postage and paper by combining my payment this month with this second request for a reply to my letter of September 9, 2009. (enclosed)
2. Complaint letter addressed to you and dated September 9.
3. Narrative of my attempts to receive a reply to my letter of September 9.

Please call me personally at 480-891-1141 when you receive this letter.

Sincerely,

Tony and Carole Granillo
9017 N 14th St
Phoenix, AZ 85020
602-626-7126 (H)
480-891-1141 (W)

Docket 2010-8564

Transmission Log

Friday, 2009-11-06 14:22

4808916482

Date	Time	Type	Job #	Length	Speed	Station Name/Number	Pgs	Status
2009-11-06	14:21	SCAN	00588	1:10	14400	816233283182	3	OK -- V.17 BM31

October 30, 2009

Mr. Steve Rizley
Senior VP and General Manager
Cox Communications
1550 West Deer Valley Road
Phoenix, AZ 85027

Re: Service complaint 602-626-7126

Dear Mr. Rizley,

Enclosed please find:

1. Current payment for Cox cable service. I'm saving postage and paper by combining my payment this month with this second request for a reply to my letter of September 9, 2009. (enclosed)
2. Complaint letter addressed to you and dated September 9.
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Please call me personally at 480-891-1141 when you receive this letter.

Sincerely,

Tony and Carole Granillo
9017 N 14th St
Phoenix, AZ 85020
602-626-7126 (H)
480-891-1141 (W)

To: Michal Oroski
FAX 623-328-3122

At this point I think a phone call
from Mr. Rizley is required.

Thank you for the help.

Tony Granillo
11/6/09

Docket# 2010-85164

Transmission Log

Friday, 2009-11-20 07:51

4808916482

Date	Time	Type	Job #	Length	Speed	Station Name/Number	Pgs	Status
2009-11-20	07:49	SCAN	00604	1:40	14400	816233283580	4	OK -- V.17 BM31

To: Mr. Christopher Smith 623-328-3580

September 9, 2009

Mr. Steve Rizley
Senior VP and General Manager
Cox Communications
1550 West Deer Valley Road
Phoenix, AZ 85027

Re: Service complaint 602-626-7126

Dear Mr. Rizley,

My wife and I experienced an extremely unpleasant episode with Cox customer service last night. The event suggests either an extreme disregard for customer service or a system that has glaring gaps in its ability to provide customer satisfaction.

We discovered last night that we were without dial tone on our primary residential phone line. It was the first time we had used the line since we had a second Cox phone line installed because this line is primarily used for our alarm system and we rarely receive or make calls at home. We suspected immediately the Cox technician who performed the installation had inadvertently disconnected our household jacks at the wire closet in the garage. Troubleshooting with the Cox help desk confirmed this to be the case.

We naturally expected that Cox would be eager to correct this situation by giving us first priority to repair a faulty installation, especially when we explained the line was also the primary connection to our alarm company. Instead the best we were able to obtain from the service desk was a commitment for a two day service appointment even after speaking with a supervisor. After a long, frustrating set of calls and call backs we were finally able to secure a 3-5 PM service call for the next day.

We dealt with this situation for nearly four hours before we received, at most, an adequate solution. After the ordeal it didn't feel like a solution at all. It felt like a fight for something that was only the right thing to do. It certainly did not lead us to believe that Cox values a commitment to total customer satisfaction.

To add to our frustration the Cox tech arrived today and immediately proceeded to make the same mistake as the previous tech. Only this time he re-connected our primary line and disconnected the secondary line. It took him almost two hours for this call, and he seemed befuddled and confused about what he was doing. Toward the end of the call I heard him calling for assistance because he was missing his next scheduled appointment and that a previous service call was having problems he would need to revisit to fix!

We think everything is working correctly as I type this. Time will tell. If not, will we look forward to again feeling like we need to beg to have a mistake corrected?

Lest it appear this is a one time phenomena, it is not. Check our service history. We have also had trouble with our cable box on numerous occasions with similar service desk response. In fact, it seems that while Cox service desk reps are trained to be polite, it does not seem they are trained--or do not have a capable system--to provide customers with service they need, even when the security of their home is at stake.

I would appreciate the courtesy of a personal response letter with an answer to this question: "Is our experience with Cox a case of extreme disregard for customer service or is it a case of a system that has glaring gaps in its ability to provide customer satisfaction?"

Sincerely,

Tony and Carole Granillo
9017 N 14th St
Phoenix, AZ 85020
602-626-7126

Docket 2010-85164

December 2, 2009

City of Phoenix
Information Technology Services
251 W. Washington St., 6th floor
Phoenix, AZ 85003-2295

Re: Cox Communications complaint, account #602-626-7126

Dear IT Services,

Please see enclosures for background of a service complaint I have been attempting to resolve with Cox Communications since September 9 of this year. Enclosures include:

8. Complaint letter to Cox dated September 9.
9. Follow up letter to Cox dated October 30.
10. Fax transmittal verification to Ms. Michele Ornoski, Human Relations department, dated November 6.
11. Fax transmittal verification to Mr. Christopher Smith, manager of Government Relations, dated November 20.
12. Narrative of my attempts to receive a reply to my letter of September 9.

The purpose of this letter is two-fold:

1. Solicit assistance in resolving service complaint letter of September 9.
2. Provide this incident as evidence for consideration when the Cox Communications license to provide cable services within the City of Phoenix is next reviewed for renewal.

As you will note my repeated letters, telephone calls and faxes have resulted in broken promises and silence from Cox Communications. Their response to this incident does not suggest a company with a commitment to transparent operations or customer service. I would appreciate the help of the City of Phoenix with the remedy I have requested in the enclosed documentation of this situation.

In addition to help to resolve this service complaint with Cox Communications I also recommend the City consider a new cable provider at the next possibility. A public monopoly should not be granted to a company that will not be accountable to its customers as demonstrated by the facts of this incident.

Sincerely,

Tony Granillo
9017 N 14th St
Phoenix, AZ 85020
602-626-7126 (H)
480-891-1141 (W)



tony granillo <granillo327@gmail.com>

complaint

1 message

jeff.williams@phoenix.gov <jeff.williams@phoenix.gov>

Wed, Jan 27, 2010 at 4:57 PM

To: gregg.merdick@cox.com

Cc: granillo327@gmail.com

Gregg:

Thank you for our recent discussion regarding a request from Mr. Tony Granillo to have the President of Cox Arizona call him directly. In a recent phone conversation, I advised Mr. Granillo that while we will forward his complaint to Cox (sent to you 1/19/2010), the City has no regulatory/licensing authority over his issue because it was related to telephone rather than to cable television. I gave him the phone number to the Arizona Corporation Commission. That being said, thanks for any help you can give to Mr. Granillo.

Jeff



Please consider the environment before printing my email.

Docket 2010-85164

February 12, 2010

Arizona Corporation Commission
Consumer Services Section
1200 W. Washington St.
Phoenix, Arizona 85007

Re: Cox Communications complaint, account #602-626-7126

Dear Arizona Corporation Commission,

Please see enclosures for background of a service complaint I have been attempting to resolve with Cox Communications since September 9, 2009. Enclosures include:

1. Complaint letter to Cox dated September 9, 2009.
2. Follow up letter to Cox dated October 30, 2009.
3. Fax transmittal verification to Ms. Michele Ornoski, Human Relations department, dated November 6.
4. Fax transmittal verification to Mr. Christopher Smith, manager of Government Relations, dated November 20.
5. Complaint filed with City of Phoenix, December 2, 2009.
6. Email reply to complaint filed with City of Phoenix, January 27, 2010.
7. Narrative of my attempts to receive a reply to my letter of September 9, 2009.

The purpose of this letter is to solicit assistance in resolving the service complaint letter sent to Cox Communications on September 9, 2010.

As you will note repeated letters, telephone calls, faxes and contact by the City of Phoenix have resulted in broken promises and silence from Cox Communications. Their response to this incident does not suggest a company with a commitment to transparent operations or customer service. I would appreciate the help of the Arizona Corporation Commission with the remedy I have requested in the enclosed documentation of this situation.

Sincerely,

Tony Granillo
9017 N 14th St
Phoenix, AZ 85020
602-626-7126 (H)
480-891-1141 (W)



Docket 2010-85164

1550 W. Deer Valley Road
Phoenix, AZ 85027

February 24, 2010

Tony and Carole Granillo
9017 N. 14th St.
Phoenix, AZ 85020

Re: Repeated requests to speak to General Manager

Dear Mr. and Mrs. Granillo:

Your account and your request for Steve Rizley, Senior Vice President and General Manager of Cox Arizona, to contact you by phone has been brought to my attention. I am the Senior Customer Relations Specialist in the Office of the General Manager and I am appointed to respond to escalated customer service inquiries directed to our General Manager and Vice President of Cox Arizona. I sincerely regret that you feel our local Customer Care Team has been unable to satisfy your service concerns. I apologize for any inconvenience you have experienced with our company.

Our records indicate that you have not reported any further service issues since last September, however, our Regulatory Affairs Department has informed us that you filed a complaint against Cox with the Arizona Corporation Commission (ACC) on 2/19/2010. The ACC was advised that although we are glad you have chosen Cox as your telephone provider, the nature of the incident last September does not warrant a personal phone call from the highest ranking member of our organization. Mr. Rizley's responsibilities rarely afford him the luxury of personally tending to customers' service issues. For that reason, our office is empowered to reply on behalf of our General Manager and to ensure that the concerns brought to his attention are rectified in a satisfactory manner.

Mr. and Mrs. Granillo, it is the opinion of this office that Cox made a fair and reasonable effort to resolve your phone line concern. Our Field Team successfully activated your secondary phone line within 24 hours of your call. Your primary phone line (602) 626-7126 was in good working order during that time. Going forward we ask that you please contact our Customer Service Department for assistance. Our trained and knowledgeable employees will provide the level of service that you expect and deserve. They can be reached via our website at www.cox.com/arizona, or by phone at 623-594-1000. Our Technical Support Team is available 24 hours a day, seven days a week, and 365 days a year. Our E-Care representatives normally respond to customer emails within 24-48 hours. We also offer Live Chat for your convenience. With this helpful information at hand we look forward to continuing a positive business relationship with you in the future. Thank you.

Sincerely, *C. Nofflett*

Catherine Nofflett
Senior Customer Relations Specialist
Office of the General Manager
Cox Communications Executive Offices/ Arizona
623-328-4843—desk phone
Catherine.nofflett@cox.com

cc: Government Relations/Regulatory Affairs/Cox Communications /Arizona



In harmony with the Cox Conserves eco-friendly program, we are proud to print on Forest Stewardship Council-certified paper.

Docket 2010 - 85164

March 1, 2010

Arizona Corporation Commission
Consumer Services Section
1200 W. Washington St.
Phoenix, Arizona 85007

Re: Cox Communications complaint, account #602-626-7126; Cox reply of 2/14

Dear Arizona Corporation Commission,

I received the enclosed letter dated 2/24/10 from Cox Communications in reply to my complaint filed with the Commission on 2/12/10.

The reply is insufficient to resolve the complaint. As such I request a non-binding arbitration hearing under ACC Rule 11(C)2. If it is the judgment of the Commission that such a hearing would be unproductive please forward me paperwork and instruction for the filing of a formal complaint.

Sincerely,

Tony Granillo
9017 N 14th St
Phoenix, AZ 85020
602-626-7126 (H)
480-891-1141 (W)

Enclosures:

ACC complaint of 2/12/10
Cox Communications letter of 2/24/10

from tony granillo <granillo327@gmail.com>
to Jenny Gomez <JGomez@azcc.gov>

date Thu, Mar 25, 2010 at 2:42 PM
subject Re: MEDIATION
mailed-by gmail.com

hide details 2:42 PM (11 minutes ago)

Dear Ms. Gomez,

Please request mediation with Cox Communications on this basis.

Cox Communications is required under Arizona Administrative Code (ACC) R14-2-507(C) to "...make reasonable efforts to supply a satisfactory...level of service."

My complaint of 9/9/09 to Cox explicitly states: "The event suggests either an extreme disregard for customer service or a system that has glaring gaps in its ability to provide customer satisfaction."

Repeated letters, telephone calls and faxes have resulted in broken promises and silence from Cox Communications in regard to the complaint. Their response does not constitute reasonable effort as required under ACC R14-2-507(C).

The original remedy I proposed to this complaint, in a conversation with Cox representative Brenda Kay on 10/6/09, was a letter personally signed by SVP/GM Mr. Steve Rizley. Nearly six month later the remedy I now propose is a ten minute telephone call with Mr. Rizley. Should extended time be required on my part to resolve this complaint, either through mediation or formal complaint, I will negotiate for more extensive remedy.

Sincerely,

Tony Granillo
9017 N 14th St
Phoenix, AZ 85020
(480) 891-1141 (W)

- Hide quoted text -

On Wed, Mar 17, 2010 at 3:07 PM, Jenny Gomez <JGomez@azcc.gov> wrote:

Dear Mr. Granillo,

This is to acknowledge that I received your email dated 3/12/2010. You are requesting a mediation hearing with Cox Communication. What you will need to provide the ACC for mediation is a list of the rules and tariffs that you feel Cox Communication violated. Please provide this in Bullet Form format. Each rule and tariff violation should also have the resolution that you are looking for. You will also need to provide us with two dates and times that you will be available for mediation.